

2004 Consumer's Guide

MC+

Managed Care

in

Missouri



MC+ Managed Care

MC+ is the statewide medical assistance program for low-income families, pregnant women, children and uninsured parents. MC+ recipients get their care through either Fee-for-Service (FFS) or managed care depending on where the person lives in Missouri. MC+ managed care is in 37 Missouri counties. MC+ managed care members must choose a health plan and a primary care provider (PCP). A PCP directs a member's health care. The PCP will refer the member to other health care providers when needed. There are some services not in MC+ managed care that are covered by MC+ FFS.

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Know Your Rights

You have the right to:

- ◆ Be treated with respect and dignity
- ◆ Receive needed medical services
- ◆ Have privacy and confidentiality (including minors) subject to state and federal laws
- ◆ Select your own PCP
- ◆ Refuse care from a specific provider
- ◆ Receive information about your health care and treatment options
- ◆ Participate in decision-making about your health
- ◆ Have access to your medical records
- ◆ Have someone act on your behalf if you are unable to do so
- ◆ Receive information in a manner and format that can be easily understood
- ◆ Receive information on physician incentive plans, if any
- ◆ Be free of restraint or seclusion from a provider who wants to:
 1. Make you do something you should not
 2. Punish you
 3. Get back at you
 4. Make things easier for him or herself
- ◆ Be free to exercise these rights without retaliation

Know Your Responsibilities

Learn the rules of your MC+ managed care plan before you get medical care. You have a responsibility to:

- ◆ Pick a primary care provider (PCP)
- ◆ Make and keep appointments, or call ahead to cancel
- ◆ Ask questions about your health care, talk to your PCP or managed care plan
- ◆ Call your PCP before you get care from another provider, or you may have to pay the bill
- ◆ Use urgent care facilities for urgent health care conditions that are not emergencies
- ◆ Eat right, exercise, get regular checkups, don't smoke and follow your PCP's instructions

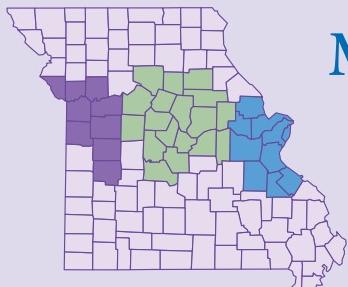
To find out about your rights, phone:

1-800-392-2161

or write: Recipient Services
Missouri Division of Medical Services
P.O. Box 6500
Jefferson City, MO 65102.

Statewide Averages and Quality of Care Symbols Explained

The percent on the "Statewide Averages" line indicate the average percent of all plans for each indicator shown in the header of the column. The Quality of Care Ratings reflect a statistical comparison of the plan's percentage on the indicator (measure) and the statewide average percentage for all plans. An Average (●) rating for a specific plan means the plan scored close to the Statewide Average for that indicator. A High (●) or Low (○) rating means the plan scored much higher or much lower than the Statewide Average.



Shaded areas show the three regions where MC+ managed care plans offer coverage

MC+ Managed Care Plan Performance

Women's Health			
	Chlamydia Screening For Sexually Transmitted Disease	Check-Ups For Cervical Cancer Pap Test	High Risk Pregnancy Education for all Plan Enrollees
Eastern Region			
Community Care Plus	●	○	YES
HealthCare USA of Missouri	●	●	YES
Mercy MC+	○	○	none
Central Region			
HealthCare USA of Missouri	○	●	YES
Missouri Care Health Plan	●	●	YES
Western Region			
Blue-Advantage Plus	○	●	YES
Children's Mercy's Family Health Partners	●	●	YES
FirstGuard Health Plan	●	●	none
HealthCare USA of Missouri	●	○	YES
Statewide Averages	58%	59%	

This table compares health plans' performance on Women's Health Care measures to the statewide average, using the rating symbols below. The table also reports on which plans offer selected benefits and coverages.

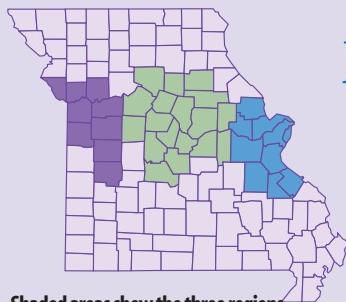
Female plan members (ages 16-20) who are sexually active and had at least one test for chlamydia (an STD) during the past year.

Women (ages 21-64) who had a pap test in the past two years.

Plan provides educational information to members who are at risk for High Risk Pregnancy.

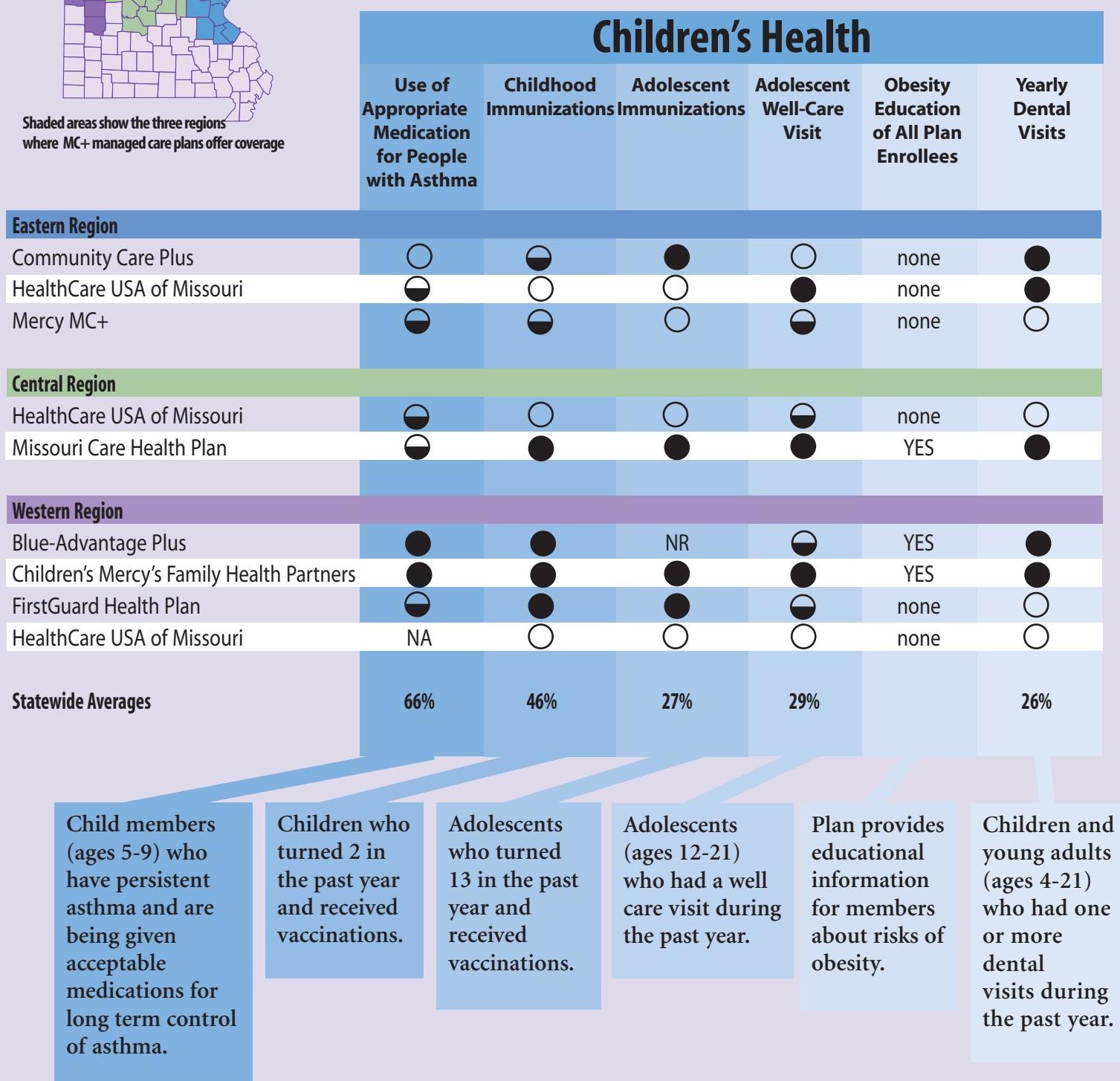
Quality of Care Ratings*

- —High
 - —Average
 - —Low/Needs Improvement
 - NA Numbers too small
 - NR Not reported by plan
- *Plan performance measures are compared to statewide averages



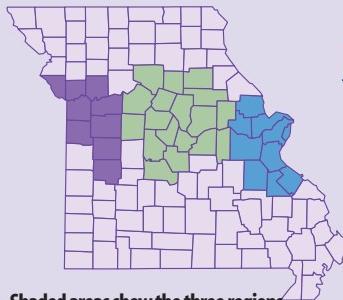
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MC+ Managed Care Plan Performance

Member Satisfaction

	Customer Service (1)	Getting Care Quickly (2)	Getting Needed Care (3)	Rating of Doctor Seen Most Often (4)	Rating of Specialist Seen Most Often (5)	Overall Rating of Plan (6)
Eastern Region						
Community Care Plus	●	●	●	●	●	●
HealthCare USA of Missouri	●	●	●	●	●	●
Mercy MC+	●	●	●	●	●	●
Central Region						
HealthCare USA of Missouri	●	●	●	●	●	●
Missouri Care Health Plan	●	●	●	●	●	●
Western Region						
Blue-Advantage Plus	●	●	●	●	●	●
Children's Mercy's Family Health Partners	●	●	●	●	●	●
FirstGuard Health Plan	●	○	●	●	●	●
HealthCare USA of Missouri	●	●	●	●	●	○
Statewide Averages	73%	80%	80%	80%	78%	78%

Response Descriptions for Satisfaction Categories Above

- (1) No problem with paperwork, written materials or help from customer service.
- (2) No problem getting necessary care in a reasonable time.
- (3) No problem getting good doctors and nurses, referrals, and necessary care.
- (4) Overall rating of personal doctor seen most often.
- (5) Overall rating of specialist seen most often.
- (6) Overall rating of health plan.

Statewide Averages and Quality of Care Symbols are explained on page 5.

Quality of Care Ratings*

- —High
 - —Average
 - —Low/Needs Improvement
 - NA Numbers too small
 - NR Not reported by plan
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Member Services Telephone Numbers

MC+ Plan	Customer Service Nurse Helpline	
Blue-Advantage Plus	888-279-8186	800-693-7153
Blue Cross and Blue Shield Kansas City		
CIGNA HealthCare of St. Louis	800-832-3211	800-832-3211
Community Care Plus	800-875-0679	800-875-0679
Family Health Partners	800-347-9363	800-347-9369
FirstGuard Health Plan	888-828-5698	888-828-5698
HealthCare USA	800-566-6444	800-475-1142
Mercy MC+	800-796-0056	800-811-1187
Missouri Care	800-322-6027	888-884-2401

*You may contact the following State agency about
MC+ managed care plan problems.*

Division of Medical Services

1-800-392-2161

<http://dss.missouri.gov/dms/>



For further information about this Consumer's Guide, contact:
Center for Health Information Management and Evaluation (CHIME),
Missouri Dept. of Health and Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570
(573) 751-6272

The Missouri Department of Health and Senior Services has attempted to publish accurate information based upon common definitions. The data reported are based on plan performance during 2003. Managed care plans were given an opportunity to review and correct the data presented. Other corrections or suggestions should be forwarded to the Center for Health Information Management and Evaluation (CHIME), Missouri Department of Health and Senior Services, PO Box 570, Jefferson City, MO 65102. Our telephone number is (573) 751-6272. A companion technical report, containing the data and statistical formulas used, is also available for \$10.

The Missouri Department of Health and Senior Services is an equal opportunity/affirmative action employer. Services are provided on a nondiscriminatory basis. This information is available in alternate formats to citizens with disabilities.